



Frequently Asked Questions

Q: When is Picture Day?

A: Please see calendar to find out the important picture and order dates for your school.

Q: When is Make-up Day?

A: Please see calendar to find out the important picture and order dates for your school.

Q: When is the order deadline?

A: Contact the school office or North Light Studios for all important picture and order dates for your school or visit our online calendar.

Q: How do I order pictures?

A: Ordering pictures has never been easier. Five days after your school's picture day, you can view your student's online proofs and order pictures here:

http://northlightstudios.morephotos.com/mp_client/pictures.asp. The password is your student's school ID#. Hard copy proofs will also be sent home with an order form. You may use either method to order or you may visit or call North Light Studios.

Q: Can I pay with cash or check for pictures?

A: Yes! You may pay with cash or check using the provided order envelope that is sent home with your student's proof pictures or you may visit North Light Studios and pay in person.

Q: How can I get an order form?

A: You can download a generic order form through our site. Your school office should have extras or you may visit North Light Studios and pick up an order form.

Q: How do I make a special request?

A: For special requests on how you would like a picture taken, ie without glasses, with sweater, etc...we encourage parents to send a note with their student to give to the photographer on picture day. Special requests for product ordering and delivery can be made when you order your pictures online by making a note in the comments section of your order. You may also call North Light Studios.

Q: How do I select the yearbook image?

A: Selecting your student's yearbook image is a free order item when ordering online. You can also select the yearbook image on the take-home order form and either drop it off at the school office or mail it to North Light Studios. Please remember to select your yearbook image by your school's order deadline date or an image will be selected for you.

Q: Can I have my student's picture taken at North Light Studios?

A: Yes! If your student missed picture day and make-up day, there will be a final make-up day at North Light Studios in early December. Please contact us to make an appointment.

Q: Can I order pictures from previous years?

A: Yes! Starting in 2007, North Light Studios began to archive all school pictures taken so if you would like a picture of your child when they were in kindergarten for their college graduation, we'll have it! Please call or email North Light Studios for archival orders.

Q: Can I pay for multiple students with one check or money order?

A: Yes! Payment for multiple student orders are gladly accepted, however, each student will need their own order form. Remit payment in one of the orders and write the student's name of where the payment is located on the other. We'll match it up and process the payment.

Q: Can I pay for pictures in person?

A: Yes! You are welcome to visit North Light Studios and place your order there. You may also view your proofs in our air conditioned studio.

Q: What background/pose will be used for my student's pictures?

A: Each school, as well as grade, may have a different background/pose. Contact North Light Studios to find out what background/pose will be used at your student's school.

Q: What should my student wear for picture day?

A: It is highly recommended that your student come dressed in brightly colored and vibrant clothing.

Q: How many pictures of my student will I have to chose from?

A: All students will have four picture proofs.

Q: What if I don't like my pictures? (Return Policy)

A: We strive to give you pictures that you will cherish but if you are not satisfied with your student's pictures, we are happy to invite your student to come to your school's make-up day to have another picture taken. If you are still not satisfied, you can make an appointment to have another make-up picture taken at North Light Studios. If the pictures are still not to your satisfaction, we can issue a full refund for your order.* To receive a refund, mail the pictures you are returning to:

*North Light Studios
Refunds
PO Box 1469
Poway, CA 92074*

If you wish to keep the class picture, \$8 will be deducted from the refund amount.

*Refunds for shipping & handling and digital image orders are not possible.

Q: When will pictures be delivered?

A: For orders received before the order deadline, [click here](#). For orders received after the order deadline, 2-3 weeks.

Q: Where can I see sample pictures?

A: Our website

Q: How are pictures delivered?

A: All orders received by your school's order deadline can receive free delivery to the school. Orders received after your school's order deadline will be delivered to the address provided on the order. Shipping and handling fees will be applied to all orders received after your school's order deadline.

Q: I placed my order before the order deadline but I'm still being charged for shipping and handling, why?

A: You may have selected the pay shipping option on your order. Go back and select the Free Delivery to School option.

Q: What if I don't get my order in before the deadline?

A: Late orders are accepted after the order deadline. All late orders will be delivered to the address provided on the order. Shipping and handling fees will be applied.

Q: What if I don't choose the yearbook image before the deadline?

A: A yearbook image will be chosen for you.

Q: What if I have another question not answered here?

A: You may contact [North Light Studios](#) directly if you have any further questions, comments or concerns. Or email us: Answers@northlightstudios.net

Q: Will I receive change for cash orders?

A: It is highly recommended you use exact cash for cash orders, although change can be provided with your pictures.

Q: What if I my check doesn't clear?

A: Whenever a check does not clear, the picture order is held back from delivery and a charge of \$15 is placed onto the order. Please contact [North Light Studios](#) directly to resolve payment issues.

Q: What if I don't get my pictures?

A: It is possible that your order was not received by North Light Studios or your pictures were held back due to a payment issue. If you did not receive your pictures, please contact [North Light Studios](#) directly to resolve all missing picture orders.

Q: What if I get the wrong pictures?

A: Please contact [North Light Studios](#) directly to resolve all inaccurate picture orders.

Q: I'm having a problem placing an online order, how can I get help?

A: Call or email North Light Studios. We will be happy to walk you through the ordering process.